

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Document Processing Technician I Document Processing Technician II	Job Family: 5 5
General Classification: Front-Line	Job Grade: 8 12

Definition: To input, transcribe, edit and proofread material with speed and accuracy from dictation media, e-mail, handwritten or typed copy using advanced word processing/desktop publishing features in various software packages on networked PC systems.

Distinguishing Characteristics:

Document Processing Technician I—This is the entry-level class in the Document Processing Technician series. This class is distinguished from the Document Processing Technician II by the performance of more routine tasks and duties assigned. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the II level. Employees work under immediate supervision while learning job tasks.

Receives immediate supervision from management or supervisory positions, and may receive functional and technical supervision from higher-level Document Processing positions.

Document Processing Technician II—This is the full journey-level class within the Document Processing Technician series. This class is distinguished from the Document Processing Technician I by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

Receives general supervision from management or supervisory positions and may receive functional and technical supervision from higher-level Document Processing Technicians. In the absence of the Supervisor and/or Document Processing Technician III, this position may occasionally oversee basic shift operations for short periods of time.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Type, transcribe and edit materials (letters, memoranda, reports, agendas/minutes, mailing lists, handbooks, brochures, manuals, press releases, newsletters, presentations, legal documents, financial statements, etc.) from

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dictation media, handwritten or typed copy, electronic mail and/or disk-transferred material.

2. Create tables, merge text with graphics; proofread, edit and revise processed documents; assume responsibility for document accuracy; store and retrieve documents from a shared file server.
3. Determine proper format, spelling, grammar and punctuation.
4. Understand and utilize word processing equipment capabilities (correcting errors, editing and making revisions) with accuracy and speed.
5. Maintain accurate record keeping for efficient retrieval of system-filed documents.
6. Respond to telephone inquiries and requests.
7. Perform related duties as assigned.

Minimum Qualifications:

Document Processing Technician I

Knowledge of: English language, including grammar, punctuation and spelling; standard proofreading marks; basic mathematics.

Ability to: Remain seated for long periods of time; concentrate despite noise and activities within the work area; use common sense to think through and solve questions; multi-task various job functions as well as prioritize job flow; operate word processing/personal computer equipment (accurately typing 55 words per minute); learn and use various software packages for computer systems; proofread and edit documents; use dictionaries, handbooks and other reference materials; learn to organize own work effectively; work under tight time deadlines; learn to create electronic forms and basic computer-aided graphics.

Document Processing Technician II

In addition to the minimum qualifications for Document Processing Technician I:

Knowledge of: Organization, procedures and operations of the Center and the City in general; function and use of PCs, with skills in various software packages such as Microsoft Office; above-average knowledge of the English language, including grammar, punctuation and spelling; operation of Dictaphone equipment, including updating log.

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Ability to: Transcribe machine dictation at 35 words per minute; operate word processing equipment (personal computer); accurately type 65 words per minute; organize own work effectively; become efficient in the creation of electronic forms and basic computer-aided graphics; convert documents from one software to another.

Experience and Training Guidelines: Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Document Processing Technician I

Recommended: One year of full-time clerical experience; education equivalent to the completion of the 12th grade. Completion of college course work in word processing may be substituted for the required year of experience.

Document Processing Technician II

Recommended: Two years of full-time clerical experience, including high level transcription taken from taped dictation, and typing, in a position equivalent to a Document Processing Technician I; equivalent to the completion of the 12th grade.

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